



National

Awards *for* Excellence 2009

BEST GAMING VENUE (METROPOLITAN)

HOTEL/VENUE:

DATE VISITED:

➔ Circle corresponding score and write given number at end of line

GENERAL

Appropriate ambience of venue (i.e. lighting & background music)	1	2	3	4	5	_____
Cleanliness of venue	1	2	3	4	5	_____
Adequate and appropriate crowd control techniques	1	2	3	4	5	_____
Toilets clean & operational	1	2	3	4	5	_____
Appropriate room temperature	1	2	3	4	5	_____
Clear directional signage	1	2	3	4	5	_____

General Score: _____ /30

General Comments:

GAMING ROOM

Appropriate promotion of gaming facilities	1	2	3	4	5	_____
Efficient machine layout	1	2	3	4	5	_____
Adequate machine privacy	1	2	3	4	5	_____
Technique for holding machines (i.e. reserved signs for use whilst visiting bathrooms)	1	2	3	4	5	_____
Age & appropriateness of technology & machines	1	2	3	4	5	_____
Appropriate noise levels relevant to time and day of the week	1	2	3	4	5	_____
Range of machines (i.e. 5c, 20c etc)	1	2	3	4	5	_____
Appropriate lighting & music	1	2	3	4	5	_____

Efficiency of integrated smoking solution	1	2	3	4	5	
Evidence of self help initiatives (i.e. Gamblers Help signage)	1	2	3	4	5	
Quality of snack food offering	1	2	3	4	5	
Courtesy coffee station available for patrons	1	2	3	4	5	
Proximity of bar to machines (i.e. easily able to purchase drinks)	1	2	3	4	5	
Popularity relative to time and day of the week	0	1	2	-	-	

Gaming Room Score: /67

Gaming Room Comments:

BEVERAGE

Quality of draught beer offered	1	2	3	4	5	
Reasonable variety of draught beer available	1	2	3	4	5	
Variety of local and imported beers available	1	2	3	4	5	
Variety of wine, incl. regional, local, interstate and imported wines available	1	2	3	4	5	
Variety of wines offered by the glass	1	2	3	4	5	
Reasonable variety of non-alcoholic beverages available	1	2	3	4	5	
Quality of espresso coffee available	1	2	3	4	5	
Cleanliness of glassware	1	2	3	4	5	

Beverage Score: /40

Beverage Comments:

STAFF

Welcome & approach to customer	1	2	3	4	5	
Friendly & courteous	1	2	3	4	5	
Practice of Responsible Service of Alcohol	1	2	3	4	5	
Practice of Responsible Conduct of Gambling	1	2	3	4	5	
Appropriate, efficient & well presented staff	1	2	3	4	5	
Willingness to engage	1	2	3	4	5	
Pleasant parting salutation offered	1	2	3	4	5	

Staff Score: /35

Staff Comments:



TELEPHONE TECHNIQUE 0 = NO	1 = YES					
Was the telephone answered within 3 rings?	0	1	-	-	-	
Was the name of the hotel identified?	0	1	-	-	-	
Did the speaker identify themselves?	0	1	-	-	-	
Did the speaker encourage you to visit the hotel?	0	1	-	-	-	
Did the speaker offer a pleasant parting comment?	0	1	-	-	-	
Telephone Score:						/5

Telephone Comments:

ENVIRONMENTAL SUSTAINABILITY

Evidence of in-house recycling programs	0	1	2	
Evidence of support for environmental sustainability	0	1	2	
Best practice in waste management	0	1	2	
Energy saving initiatives	0	1	2	
Water saving initiatives	0	1	2	

Environmental Score: **/10**

Environmental Comments:

JUDGES OVERALL EVALUATION OF WRITTEN SUBMISSION 1 2 3 4 5 6 7 8 9 10 **/10**

JUDGES OVERALL EXPERIENCE: 1 2 3 4 5 6 7 8 9 10 **/10**

➔ TOTAL SCORE **/207**
